

Notice of References CitedApplication/Control No.
09/391,335Applicant(s)/Patent Under
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3626

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,041,313	03-2000	Gilbert et al.	705/36
	B	US-			
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	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

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NON-PATENT DOCUMENTS

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	V	Greengard, Samuel, "Building a self-service culture that works", Workforce, July 1998, Vol. 77, No. 7, page 60.
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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